

Due to confidentiality requirements under Illinois law, the Department will not disseminate information regarding individual taxpayers. 35 ILCS 120/11. (This is a GIL).

March 20, 2000

Dear Xxxxx:

This letter is in response to your letter received January 21, 2000. The nature of your letter and the information you have provided require that we respond with a General Information Letter, which is designed to provide general information, is not a statement of Department policy and is not binding on the Department. See 2 Ill. Adm. Code 1200.120(b) and (c), enclosed.

In your letter, you have stated and made inquiry as follows:

We Need Your Help!

As the premier publisher of books and CD-Roms containing information about searching public records, our products are ***used by thousands of professionals*** in the legal, financial, insurance and service industries. Accuracy is our prime concern, and consequently, we have corresponded with your agency in the past and gathered the information that appears on the enclosed page. We realize that this information changes frequently, and as such, we must contact your agency regularly for your updates and corrections.

Your Response Will Decrease Hassles For Your Agency!

We realize that many of the problems your agency deals with daily stem from public information and record requests. Typically, these problems arise because the person making the request does NOT understand (1) what information is available through your agency, (2) what the data means, and (3) how to obtain it from you. ***We strive to eliminate these issues.*** Using our products, both the frequent and casual requestors can find out about your agency in advance – the records you hold as well as your agency's access methods, fees and restrictions. So, before they call you, most of their questions have been answered, and business can be conducted quickly.

How To Read And Correct The Survey

Enclosed you will find a survey that includes a summary of your agency's record searching policies and procedures. ***Please review and correct all items about your agency on that survey.***

- At the top is your agency's address, followed by the profile of your agency as it appears in our latest product – TITLE.
- The profile includes your agency's contact information, statements about access methods, information on searching, the fees involved, and more. Of special importance are changes in web addresses.

- Below this profile is a list of contact names. ***These contact names are not printed*** – we use them only to contact your agency if and when we have questions about information you have provided for us.
- Following the key personnel section, we list several items to double-check, as well as room for your to comment on your agency's online endeavors. Your agency's email address is kept private and unpublished, and is NOT shared with anyone unless you specify that searching is available by email.

What To Do When You re Finished

Please return the survey even if there's no changes. (That way, we can confirm that your agency information has been checked for accuracy by you.) If you do not return the survey to us, we'll send another, or call you.

*Once completed, please **fax the survey to #####** or return it in the enclosed envelope.*

Thank you for your help – COMPANY and our readers appreciate it!

Please see the enclosed Taxpayer Services Guide for more information regarding your inquiry. The Illinois Department of Revenue can be written to the following address:

Illinois Department of Revenue
P.O. Box 19044
Springfield, IL 62794-9044

The Department of Revenue maintains a Web site, which can be accessed at www.revenue.state.il.us. The Department's Taxpayer Information Division can be contacted at either 1-800-732-8866 or (217) 782-3336, Monday through Friday from 8AM to 5PM.

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I hope this information is helpful.

Very truly yours,

Melanie A. Jarvis
Associate Counsel

MAJ:msk
Enc.